Composer Help

Workflow Does Not Compile

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If a routing application has been deployed, but Orchestration Server (ORS) is not compiling the workflow, consider the following:

- ORS can only run SCXML applications generated/specified in an interaction process diagram (IPD).

- Typically, for voice applications, you create one or more IPD diagrams, plus one workflow diagram per strategy.

- IPD Workflow blocks, Resource property, refer to the workflow diagram(s).

- The EnhancedRoutingScript objects in the Configuration Database associated with the Routing Point must point to the IPD SCXML and not to the workflow SCXML.

- At runtime, the IPD SCXML will include the workflow SCXML.

- If an EnhancedRoutingScript object is associated with the workflow SCXML instead of the IPD, ORS places an error message in the log.